

CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES (Cal OES)
DOMESTIC VIOLENCE ASSISTANCE (DV) PROGRAM
PROGRESS REPORT INSTRUCTIONS and PROGRAMMATIC DESCRIPTIONS

ALL SECTIONS OF THE PROGRESS REPORT MUST BE COMPLETED.
REGARDLESS OF FUNDING ALLOCATION

1. **Subrecipient:** Enter the Subrecipient name as it appears on (section 1) of the approved Grant Subaward Face Sheet (Cal OES 2-101)
2. **Grant Subaward Number:** Enter the grant subaward number as it appears on the Grant Subaward Face Sheet.
3. **Prepared By:** Enter the name of the individual preparing the progress report.
4. **Title:** Enter the title of the individual preparing the progress report.
5. **Telephone:** Enter the phone number of the individual preparing the progress report.
6. **Email Address:** Enter the email address of the individual preparing the progress report.
7. **Technical Assistance Needs:** Please indicate (using check boxes) whether Cal OES technical assistance is needed or requested. If so, please indicate specific areas or needs for technical assistance.
8. **Project Director Review:** Please indicate (using check boxes) whether or not the PROJECT DIRECTOR has reviewed the progress report prior to submission.
Include, where indicated, the name of the current project director who reviewed the report.
9. **Grant Subaward Performance Period** This is stated on the progress report.

BUDGET:

1. Enter the TOTAL PROJECT COST (including Match) as it appears on the Grant Subaward Face Sheet
2. Enter the TOTAL AMOUNT OF FUNDS EXPENDED to date. This equals the sum of funds claimed on all Report of Expenditures/Request for Funds (Cal OES 2-201) submitted to date.
3. Enter the TOTAL MATCH REPORTED to date. This equals the sum of match reported on all Report of Expenditures/Request for Funds (Cal OES 2-201) submitted to date.
4. Enter the current balance of the grant, as of the date of submission. This equals the TOTAL PROJECT COST minus the TOTAL FUNDS EXPENDED + TOTAL MATCH REPORTED on all Report of Expenditures/Request for Funds (Cal OES 2-201) submitted to date.

5. Enter the month of the most recent Report of Expenditures/Request for Funds (Cal OES 2-201) submitted.

SECTION I: PERSONNEL & IMPLEMENTATION NARRATIVE

A. PERSONNEL

Check the appropriate box for each question (yes or no) and provide explanations for each “yes” answer.

B. PROJECT IMPLEMENTATION

Check the appropriate box for each question (yes or no) and provide explanations for each “yes” answer.

SECTION II: PROGRAMMATIC OBJECTIVES

A. STATISTICAL DATA

Provide statistical data by quarter and “Total to Date” for each objective.

New DV Victims – This refers to a victim the first time they receive a particular services during the grant subaward performance period (October - September). On October 1 of each performance period, all victims are “new,” regardless of if they received services in September. **The purpose is to collect data on how many individuals received a particular service during each performance period.**

Other questions are geared to collect data on the number of time a particular service was provided. Some victims will receive some services numerous times throughout the performance period. **The purpose of this is to demonstrate the number of times each service was provided to victims.**

- Twenty-four Hour Crisis Hotline

The Subrecipient must provide a 24-hour crisis hotline; 7-days per week. Immediate crisis intervention and assistance to survivors of domestic violence and their children must be provided through this telephone response by agency staff and/or volunteers who are trained domestic violence counselors pursuant to Evidence Code §1037.1.

- Counseling (Individual and Group)

Individual – The Subrecipient must provide a means for survivors of domestic violence and their children to obtain individual counseling, when it is requested. Paid or volunteer staff may provide this service as pursuant to Evidence Code §1037.1. The counseling requirement may also be met by the development and implementation of written procedures for referrals to qualified professional counselors and/or counseling agencies.

Group Counseling – The Subrecipient must provide interactive group counseling services, with staff and/or appropriately trained volunteer facilitators (pursuant to Evidence Code §1037.1).

- Business Centers

The Subrecipient must have at least one established, well publicized, business center (office) location. This office will be utilized to provide information, referral and overall assistance to survivors of domestic violence and their children. This business center must be accessible to all survivors (NOT just those survivors in need of shelter). At a minimum, business centers must be open during routine business hours (i.e., Monday through Friday, 9:00 a.m. – 5:00 p.m.). Business centers may be closed for holidays designated in the agency's Holiday Policy.

- Emergency Shelter for Survivors and Their Children

The Subrecipient must provide staffed confidential emergency shelter services for domestic violence survivors and their children/dependents. Pursuant to Penal Code §13823.15(f)(15)(B) emergency shelter services for domestic violence survivors and their children/dependents are defined as: (B) "...safe and confidential emergency housing on a 24-hour basis for survivors of domestic violence and their children, including but not limited to, hotel or motel arrangements, havens, and safe houses." Interim shelter provisions must be provided when there is no availability at the designated shelter.

- Emergency Food and Clothing

The Subrecipient must provide a means for responding to the immediate food and clothing needs of survivors of domestic violence and their children. This requirement may be met by the development and implementation of written Operational Agreements (OAs), for referrals, with appropriate community organizations.

- Emergency Response to Calls from Law Enforcement

The Subrecipient must provide 24-hour telephone response to law enforcement agencies (in the service area) seeking emergency services for survivors of domestic violence and their children/dependents. Written OAs must be in place and include the types of emergency services available (e.g. shelter, clothing, food, and counseling); and protocols concerning how the law enforcement agency and the service provider will coordinate the provision of services to the survivors and their children/dependents (e.g.: procedures regarding field response, and inter-agency communication protocols).

A list of agency services, including shelter and all supportive services will be provided to all local law enforcement agencies and updated regularly.

- Medical Advocacy and Emergency Response to Survivors in Hospital Emergency Rooms, Medical Clinics, and/or Medical Offices.

The Subrecipient must provide 24-hour telephone response to local hospital emergency rooms, medical clinics and/or offices within the service area to establish and/or maintain a plan for the treatment and assistance of domestic violence survivors. Written OAs must be in place and include a description of how services are coordinated with local hospital emergency rooms (e.g., how referrals are made by emergency rooms to the project; the

procedure for how such referrals are responded to; and, whether or not there is a system for follow-up by the project).

When requested by survivors, Subrecipients must provide advocacy by intervening on the survivor's behalf with emergency rooms, medical clinics, and/or offices.

- Transportation

The Subrecipient must provide a means for emergency transportation to shelters or other places of safety as appropriate for survivors of domestic violence and their children. The project should also provide a means for survivors to receive non-emergency transportation. This can be met by providing vouchers, direct cash, and/or by transporting the victim.

- Counseling for Children

The Subrecipient must provide a means for children of survivors of domestic violence to obtain counseling. The counseling must be goal-oriented, topic-focused and age appropriate. Paid or volunteer staff may provide this service. These structured and facilitated services should be provided at the shelter and/or business center. This requirement may be met through referral by developing and implementing OAs with qualified counselors and/or counseling agencies.

- Criminal Justice and Social Service Advocacy

The Subrecipient must provide a means of advocacy to domestic violence survivors when necessary to intervene on their behalf with the criminal justice system and social services agencies (e.g., district attorney's offices, courts, Victim/Witness Programs, social service agencies, Cal WORKS, schools, county offices, non-governmental social service providers, etc.). This may include accompanying survivors to the above agencies with the exception of courts.

PLEASE NOTE: Court accompaniment has been removed from the description of this service and will be collected separately.

- Legal Assistance with Temporary Restraining Orders/Other Protective Orders and Custody Disputes

The Subrecipient must have qualified staff to provide information and assistance to survivors of domestic violence in understanding, preparing, and processing the legal documents necessary to obtain temporary restraining orders and other protective orders and/or custody orders. This requirement may be met by developing OAs with an appropriate referral agency.

- Court Accompaniment

The Subrecipient must provide a means for survivors to be accompanied, by an advocate, to criminal and/or civil court hearings. This service may be met through referrals to Victim/Witness Programs when needed.

PLEASE NOTE: Accompanying Survivors to Court for any and all court hearings (e.g., criminal case, restraining order, custody orders, etc.) should be counted here.

- Establish, Maintain, and Participate in the Local Community Service Network to Ensure Appropriate Response to Survivors' Needs

The Subrecipient must establish itself as an active participant in the local public and private social services network, (i.e., the local DV Council and any other collaborative DV partnerships, advocating for the timely and comprehensive response to DV survivors' needs). Subrecipients must maintain contact with all local agencies that are available to assist survivors of domestic violence, and, when appropriate, must refer clients to those agencies.

Information and referral calls may generate from the business center, administration office, outreach center, etc. The Subrecipient must maintain a daily, 24-hour hotline. Information and referrals must be provided through this telephone response.

A referral resources list must be developed, maintained, regularly updated and include the following: law enforcement agencies, district and city attorney's office, medical care providers, mental health treatment facilities, county social services and child protective services agencies, other domestic violence centers, rape crisis centers, victim/witness assistance centers, family justice centers, etc.

- Household Establishment Assistance

Upon request by the client, the Subrecipient must assist survivors of domestic violence in establishing a new residence (e.g., furniture, food, transportation, cash donations, etc.).

B. NARRATIVE QUESTIONS

Provide narrative information as requested in this section or indicate not applicable.

C. ANNUAL SERVICE OUTCOMES DATA/NARRATIVE (Due on Final Progress Report)

Provide information as requested in this section.

SECTION III: FAMILY VIOLENCE PREVENTION AND SERVICES ACT (FVPSA) REQUIRED INFORMATION

A. PEOPLE SERVED

Using the FVPSA Descriptions below, report statistical data for all demographic and service questions.

FVPSA DESCRIPTIONS (As defined by the Administration on Children and Families, US Department of Health and Human Services)

1. Shelter (including safe homes)

Number of new domestic violence victims (clients) seen for the first time during this reporting period who received shelter services (including a shelter facility managed by a

program, safe home, or hotel). Clients should be counted once regardless of the number of times served during the fiscal year. For example, if a client spent 30 days in the shelter in November, exited the shelter and then came back to the shelter in March, then the client would only be counted one time. Clients who received shelter should only be counted in this element and not counted in #2 (Non-Shelter) even though they may have received non-shelter services also. Clients who were referred to another domestic violence shelter program should not be counted here. The count will be within program only and should not be unduplicated across programs statewide.

2. Non-Shelter (supportive services only)

Clients Served with Non-Shelter (supported services only): Number of new domestic violence victims (clients) seen for the first time during this reporting period who received only non-shelter services. Include only clients that received supportive services only and no shelter by your program. Calls to a crisis line or hotline should not be counted here and should be counted in Section C instead. Count should be within program only and not unduplicated across programs statewide.

3. Race/Ethnicity

Report the race and/or ethnicity of the clients served, including children and youth. Clients may self-identify in more than one category, e.g, White and Hispanic. Therefore, the total for Race/Ethnicity may exceed the numbers totaled in #1 (Shelter) and #2 (Non-Shelter).

4. Age

Report the ages of the client served, including children and youth. These demographics totals should equal the numbers totaled in #1 (Shelter) and #2 (Non-Shelter). **The category ages 0-17 has been split into two categories – ages 0-12 and ages 13-17.**

5. (NEW) Other Demographics - Please provide data for information listed.

Language Services: Provision of interpretations and/or translation. Provision of English as a second language class.

LGBTQ: This is a count of clients who self-identify as lesbian, gay, bisexual, transgender or queer.

Teen dating violence: This is a count of all of the youth age 13-17 receiving services due to being a victim of dating violence in their own relationships. These youth could be receiving services on their own, as an emancipated minor or other minor eligible to receive services, or could be a youth who accompanies their parent to shelter and self-identifies as needing their own services.

B. SHELTER SERVICES and CRISIS CALLS

1. Shelter Nights

Indicate the number of shelter nights for each person who arrives and is provided a bed, including on-site shelter, safe home, or hotel room. Include victims of domestic violence and their dependents. Count the number of people housed times the number of nights. For example, a victim and her 3 children stay in the shelter or safe house for five (5) nights – four (4) people x five (5) nights = 20 shelter nights.

Shelter includes onsite shelter managed by the domestic violence program, program-sponsored hotel rooms and safe homes (residences of volunteers who offer their private homes for short-term crisis intervention) or other temporary housing that your program arranges. Nights that a victim stays in a shelter (i.e., a shelter in a nearby county) not managed by your program should not be counted.

2. Unmet Requests for Shelter

Count the number of unmet requests for shelter due to program shelter, safe home, or sponsored hotel rooms being at capacity or unavailable. **Count the adult victims of domestic violence only.** This count should not include individuals who were not served because their needs were inappropriate for the services of your program, i.e., homelessness not related to domestic violence. Count the total number of times requests for shelter were declined, even if the program provided other services.

3. Crisis/Hotline Calls

Calls received on any agency line that relate to an individual or family in need of some kind of service. A program does not have to have a dedicated hotline to count these calls. Count all calls including repeat callers and calls from third parties. Do not count donations, general information about program, and/or violence issues unrelated to a specific individual or family.

C. SUPPORTIVE SERVICES FOR ADULTS and

D. SUPPORTIVE SERVICES FOR CHILDREN/YOUTH

1. Crisis Intervention

Process by which a person identifies, assesses, and intervenes with an individual in crisis so as to restore balance and reduce the effects of the crisis in her/his life. Report crisis intervention that occurs in person and/or over the telephone with an established client. This does not include hotline calls where the caller isn't a client receiving services.

2. Victim Advocacy Services

Actions designed to help the victim/survivor obtain needed resources or services including employment, housing, shelter services, health care, victim's compensation, etc.

3. Individual or Group Counseling/Support Group

Individual or group counseling or support provided by a volunteer, staff or advocate.

4. Criminal/Civil Legal Advocacy

Assisting a client with civil legal issues, including preparing paperwork for protection orders; accompanying a client to a protection order hearing, or other civil proceeding; and all other advocacy within the civil justice system. This also includes accompanying a client to an administrative hearing, such as unemployment, Social Security, TANF, or food stamp hearing. Assisting a client with criminal legal issues including notifying the client of case status, hearing dates, plea agreements, and sentencing terms; preparing paperwork such

as victim impact statements; accompanying a client to a criminal court proceeding or law enforcement interview; and all other advocacy within the criminal justice system.

5. Medical Accompaniment

Accompanying a domestic violence victim to, or meeting a victim at, a hospital, clinic, or medical office.

6. Transportation Services

Provision of transportation, either directly or through bus passes, taxi fares, or other means of transportation.

E. COMMUNITY EDUCATION AND PUBLIC AWARENESS

1. Adult/General Population

Count the total number of presentations or training about domestic violence and/or services related to victims of domestic violence and their children. In addition, count the number of individuals in attendance. Some examples may be a training for health professionals or a workshop for tribal leaders. Include presentations for a mixed-age audience. This number does not include health fairs, media interviews or advertising.

2. Youth Targeted

Count the total number of presentations or trainings about domestic violence, dating violence, healthy relationships, or available services for victims. In addition, count the number of individuals in attendance. Some examples may be a presentation to youth in school on healthy relationships or a workshop for youth at a Safety Day event.

F. SERVICE DATA OUTCOMES

Domestic Violence programs should be collecting outcome information from their clients served. There are two (2) mandated questions that must be asked of clients.

Because of services I received, I feel:

- I know more about community resources (yes or no)
- I know more ways to plan for my safety (yes or no)

Outcome information may be collected for each service – shelter, support services and advocacy, counseling and support group. However, at a minimum, FVPSA requests outcome information on shelter services from programs that provide shelter service.

For each service, count the number of surveys completed and the number of yes responses to each question:

- I know more about community resources (Resource Outcome)
- I know more ways to plan for my safety (Safety Outcome)

G. FVPSA SUBGRANTEE (AGENCY INFORMATION) (Due at Final Progress Report)

This section provides the U.S. Department of Health and Human Services with information on the agencies they fund, not just the portion of the agency supported with FVPSA funds.

FVPSA Subgrantee Information – **For the purposes of collective reporting, Subrecipients of the Cal OES Domestic Violence Assistance (DV) Program are considered a FVPSA Subgrantee.** Report Subgrantee data as it pertains to your agency overall, not limited to your Cal OES DV project.

- Total Agency Budget for Domestic Violence Programs – report the total funding/budget for the all of Subgrantee’s domestic violence programs, not only the DV Program or FVSPA funded programs/projects.
- FVPSA Funding Amount – report the amount of FVPSA funding received by the Subgrantee.
- Total Number of Shelter Facilities – report the number of residential and transitional housing shelters provided by the Subgrantee.
- Total Number of Non-Residential Service Sites – report the number of business office and client service locations provided by the Subgrantee.
- Housing Assistance – report the actual amount of DV funds that was spent on emergency housing, transitional housing, and permanent housing; including how much was spent using additional DVP0 funds.

SECTION IV: ANNUAL NARRATIVE QUESTIONS (Due at Final Progress Report)

Provide a narrative response for each question. Please protect victim(s) privacy by changing names and identifying information when sharing a success story. Please be aware your responses may be shared as part of federal reporting requirements.